

My complaint has to do with Verizon's advertising and customer service practices. I feel they have some of the best products out available; but there advertising is often deceptive and there customer service awful!

I have been receiving for months notices with my phone bill that my phone line pre-qualifies for Verizon's DSL service. On 5/29/04 I ordered the DSL service online from Verizon's web site. At that time and with the DSL hardware package I was told that DSL service would be available on or about 6/8/04. Now I am being told that the actual service date is "to be determined"! I was not e-mailed or contacted by phone regarding this delay. I had the exact same experience last summer with lengthy, unexplained delays regarding phone service and failure to honor service dates. There is a pattern of false advertising here and feel Verizon needs to spend less money on advertising and focus more on service now!

"Congratulations! Verizon Online values your business and we are glad you chose us to provide you with DSL Internet access on telephone line 607-687-2248. You can also check the status of your DSL order and find answers to your DSL installation questions online at: <http://www.verizon.com/dslorderstatus> . You can use our automatic tool to check your PC to see if it meets the DSL system requirements. Make sure you run this tool from the PC that you will be using for DSL access. To start your system check, go to <http://www.verizon.net/checkmypc> Your Verizon Online service is estimated to be installed on: 06-08-2004 Prior to 06-08-2004, you will receive your Self Install Kit."

Found online at the Verizon web site on 6/8/04!

"Revised Scheduled Service Ready Date: To Be Determined

Due to unforeseen circumstances, your DSL service will not be ready as originally scheduled. We sincerely apologize for this delay. As soon as a revised Service Ready Date is scheduled, we will update the status of your order with the revised date. Thank you for your patience

Service Ready Date: Pending"

I just want Verizon to honor there advertising and customer service agreements in a timely manner. How can you pre-qualify for months in there sales pitches for DSL services that apparently aren't really available yet to me as customer? Verizon is great about send e-mails, etc. when they want to sell you something but; when they can't deliver on there advertising you have to chase after them for answers. How can a major communication company get away with these advertising practices? Thank you.